



## FITZWILLIAM POLICE DEPARTMENT

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### **AT&T/DirectTV Scam Alert**

We have been alerted of another phone scam that appears to be making its rounds with Fitzwilliam residents.

Customers of AT&T/DirectTV are receiving phone calls with the caller claiming to be a representative from AT&T/DirectTV. The resident is told they are due for an upgrade and if not done within the next two days their service will be disconnected. The resident is then asked for personal information, date of birth and last 4 of their social security number. They are told two checks for the upgrade need to be sent to "DTV Upgrade in Brooklyn, NY".

In trying to prove their authenticity the "AT&T/DirectTV" representative then transfers the resident to their "Tech Support" who requests the resident "test their system", walking them through a number of tests over the phone. The "representatives" are very convincing.

As always, the Fitzwilliam Police Department urges you to not give out any information or send any money, in any form, until you have verified the information you are given. The best practice is to take the callers information and tell them you will call back once their authenticity has been verified. You should then call the company directly, using the contact information you have from your invoice. In most cases you will be told that your accounts are fine and that the caller was not a representative from their business.

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